

# Gender pay

Our mission is to help people live healthier lives and to help make the health system work better for everyone.



Optum is a leading information and technology-enabled health services business. We have been supporting global health care systems from Ireland for 25 years to solve real health problems and improve health outcomes world-wide. To do this we need to develop solutions using forward-looking tools and understand the perspective of the people we work with and those we serve. We are committed to maintaining and shaping a high-performing, diverse and inclusive workforce because it is foundational to our success as a business and our value to our communities.

As an employer, we believe fair and equitable compensation practices – including providing equal pay for equal work – within a pay-for-performance framework is core to achieving our mission. This is the third year we have reported our gender pay gap for the Irish government. Below are our findings, which are important in analysing the progress we have made in addressing the gap since our first report in 2022. We constantly review how we hire, develop, engage and retain our talent, while we have made progress in 2024, we recognise there is more opportunity for positive change and growth. We appreciate our colleagues’ support and involvement as we continue to look at which of our initiatives are working and which need to be improved. We confirm that the data reported is accurate.



**John Williams**  
Chief People Officer,  
Optum

## What are we reporting?

This report shows the gap in men’s and women’s average hourly pay as well as bonus compensation across our organisation, expressed as percentages and reported as both mean (average) and median (midpoint) figures. It is important to note the hourly pay and bonus compensation figures do not measure whether men and women receive comparable pay for comparable work. We do an enterprise analysis each year and can report that Optum is compensating everyone, regardless of gender, comparably for comparable work.

## Our results

The first table shows gender pay comparisons and bonus pay comparisons for Optum for the reporting period 1 July 2023 to 30 June 2024 calculated in accordance with the Irish government’s regulations. Optum regularly reviews pay to ensure women and men are paid comparably for comparable work.

We have made progress since our last report in 2023, with the mean gender pay gap decreasing from 29.2% to 19.8% and the median decreasing from 39.7% to 36.3%. This narrowing of the gap can be attributed to a shift in the proportion of women in the upper quartile of the business.

### Pay and Gap Bonus

	Mean	Median
Hourly	19.8%	36.3%
Bonus	41.1%	39.3%

### Proportion of Employees Receiving a Bonus



While we have seen progress in our gender pay gap numbers, this is a journey and there is still more to be done. Our results continue to be driven by two factors that are consistent with previous years: our workforce has more men in senior roles, which tend to pay more. Another factor is that we have a higher percentage of women in less technical roles, where market salaries tend to be lower.

### Part-time & Temporary Employees

	Mean	Median
Part-time	17.4%	40.3%
Temporary	2.8%	1.5%

### Benefit-in-Kind (BIK)



The tables show gender pay gap comparisons for part-time employees and temporary employees for the reporting period 1 July 2023 to 30 June 2024 calculated in accordance with the Irish government’s regulations. Year-on-year, the mean and median results increased for part-time employees while the mean and median pay gap for temporary workers decreased. The difference in data compared to last year is due to the headcount numbers in temporary employee and part-time employee which are volatile year-on-year.

The Benefit-in-Kind tables show the proportion of male and female employees who receive taxable benefits in Ireland. At Optum, a near equal proportion of male and female employees receive the benefits. Year-on-year the percentage of benefit-in-kind received by both males and females increased from 89.9% to 90.4% for men and 89.4% to 90.0% for women, and notably we are even closer to parity.

## Optum’s approach to inclusivity and diversity

At Optum, we believe the extraordinary happens when we value, include, and learn from diverse perspectives and backgrounds, which includes gender. We remain committed to building an innovative culture where every team member is empowered to do their best work, where our diversity fuels strong performance and generates more creative solutions and better results, and where we leverage our collective power to help people live healthier lives and make the health system work better for everyone. Our pursuit of a more diverse, equitable, and inclusive culture at Optum is grounded in our values of integrity, compassion, inclusion and relationships.

## Our commitment to fair and equitable pay

We continue to be committed to prioritising pay equity for all employees. Fair and equitable compensation practices within a pay-for-performance framework is core to our culture and key to achieving our mission of improving health outcomes. By fairly rewarding and appreciating all our employees, we generate stronger commitment and more creative solutions, which means better results for those whom we serve.

We work with independent, third-party experts to perform regular reviews of our compensation practices and evaluate pay equity in several respects, including by gender, ethnicity and race.

A 2024 review of our integrated workforce – including our global operations – indicates females earn €1 for every €1 males earn performing similar work at similar levels.

## What do these results mean?

Our results are driven by our workforce profile, summarised by the quartile breakdown below. This analysis ranks men and women from the lowest to highest earners, based on hourly pay rates. The population is then divided into four equal groups to show the proportion of men and women in each group. Males make up 56.9% of employees, while females make up 43.1% of employees in Optum. However, there is a higher proportion of females (52.4%) in the lowest pay band compared to the proportion of females in the highest pay band (28.5%).

### Optum Services (Ireland) Ltd., Quartiles

	Men	Women
Band A (<25%)	47.6%	52.4%
Band B (26% - 50%)	45.7%	54.3%
Band C (51% - 75%)	62.9%	37.1%
Band D (>75%)	71.5%	28.5%

As with last year, we have also analysed the gender pay gap in specific functions across our business. We found that our biggest functions' mean, and median pay gaps were smaller than those of our overall business. Our claims business, which is majority female, had a 0.2% mean gender pay gap and a -3.2% median gap, which is improvement upon last year's 1.0% mean gender pay gap and -3.5% median gender pay gap. Our technology division, which is majority male, reported a 1.7% mean gender pay gap this year which is a notable drop from a 13% mean gender pay gap last year, and 22.5% median gender pay gap. These facts and other data we collected on pay and employee experience helps us understand the nuances of the gender pay gap and inform our next steps to work toward narrowing the pay gap.

#### Technology Businesses

	Mean	Median
Hourly	1.7%	22.5%
Bonus	31.4%	39.9%

#### Proportion of Employees Receiving a Bonus



#### Claims Businesses

	Mean	Median
Hourly	0.2%	-3.3%
Bonus	22.5%	35.9%

#### Proportion of Employees Receiving a Bonus



## Next steps

We're very pleased to have seen progress from last year's GPG report and know we have more work to do.

We remain committed to understanding the factors contributing to our gender pay gap and to addressing them. This is part of our overall commitment to delivering our plans and programmes to create a culture and environment that is diverse, equitable, and inclusive, where everyone feels valued, connected, and safe to be themselves.

As our gender pay gap continues to be largely influenced by workforce composition in terms of both role type and seniority, we are focused on how we can support talent throughout their career. This year we introduced several initiatives including Hiring Manager Training and continue to implement diverse interview panels to increase representation and address unconscious bias in the interview process. This year confirmed that 55.7% of all Ireland succession plans have at least one female successor identified and over 63% of female successors are considered ready to move now. Year-to-date, 79.8% of talent slates provided for all director-level and above leadership openings contained female talent. We launched our first ERG in Ireland & UK the Women LEAD ERG where both women and men can engage with our leadership to advocate for the advancement of women in our company. We also launched ERGs for Pride and Disability Inclusion to further expand on our resources and commitment for inclusivity.

We strive to be a company that people can enter and grow their careers through the support and professional development opportunities we provide. Feedback on these initiatives has been very positive and builds on the momentum of our ongoing programmes including flexible working and family friendly policies.

We look forward to continuing to narrow our gender pay gap and creating a more equitable and diverse Optum.

